

For Your Health and Benefits

From the Arizona Department of Administration
Human Resources/Benefits Office



May 2005

benefit
options
wellness!
Be Well Stay Well.

Your Health Questions Answered By Jeri Penrose, Communications Coordinator

They have names like Lindy and Garnetta, and they make house calls—only you call them. These health experts have worked in the trenches, with many of them being pulled right from hospital emergency rooms, intensive care units, cardiology, pediatrics and the OBGYN. They are the Optum nurses that staff the Benefit Options NurseLine, and they are ready to answer your health questions 24 hours a day, seven days a week.

"Working for the NurseLine is very rewarding," says Melissa Dannenberg, a registered nurse with Optum. "I feel that I've been able to help people more in this job than any other nursing job I've had. And the callers are so thankful."

The NurseLine is just one advantage of the State of Arizona's comprehensive Benefit Options health insurance package. State employees are entitled to a wide range of benefits under the new program, including medical, dental, vision and wellness.

Caring for the Customer



After calling one of two toll-free numbers (depending on the health plan) and moving

through several automated prompts, employees calling the Optum NurseLine get to chat with a live registered nurse.

"In this age of technology, it's so important to be able to pick up the phone and speak to an actual nurse," says Billy Richey, a senior account executive with Optum.

According to Richey, the nurses with Optum go through nearly six weeks of training before getting on the phones. With the average Optum nurse coming in with 15 years of experience, it's not a question of whether they have the expertise to perform the job. How they deal with customers is the priority.

"As a NurseLine expert, you've got to have a good bedside manner," Richey says. "It doesn't

matter how much knowledge you have—if you cannot communicate with the caller, you're going to lose them real quick."

"Nobody cares how much you know, until they know how much you care. It's an old saying, but it's really true," he added.

Health Information and Education

Depending on the situation,

Optum nurses can assist callers in several ways. These include help with choosing appropriate care, providing practical self-care tips to manage a condition at home, or compiling

a list of questions to ask the doctor at an upcoming visit.

For those wanting general information on a specific health topic, there is the option of listening to a health library of recorded messages. Health topics include illness, injury, chronic conditions, prevention, healthy living, and men's, women's and children's health.



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Free Mini-Health Screening at work!

Screening takes as little as 15 minutes and no appointment is necessary.

- ☐ Checks of blood pressure and percent of body fat
- ☐ Height/weight/frame size assessment
- ☐ Cholesterol and blood sugar check (blood draw) - eight-hour fasting period required
- ☐ Personal and confidential report mailed to your home.
- ☐ Women age 40 and over are eligible for a free osteoporosis screening.

Women under 40 can also have an osteoporosis screening for a copay of \$30.00.

Men 40 and over can get a prostate cancer (PSA) screening exam by blood draw for a copay of \$5.00.



Upcoming Locations

Phoenix- Wednesday, May 4, 2005 8:00am-10:00a Dept. of Economic Security 3443 N. Central 1st Floor Conference Room

Flagstaff- Thursday, May 5, 2005 8:00am-10:00am Dept. of Transportation 1801 S. Milton Conference Room

Prescott- Tuesday, May 17, 2005 8:00am-10:00am AHCCCS 1570 Willow Creek Conference Room

Phoenix- Wednesday, May 18, 2005 8:00am-11:00am Dept. of Administration 100 N. 15th Ave Room 204

Phoenix- Thursday, May 19, 2005 8:00am-10:00am Dept. of Economic Security 1522 E. Southern Conference Room

Phoenix- Tuesday, May 24, 2005 8:00am-10:00am Dept. of Economic Security 1789 W. Jefferson 3rd Floor NE Conference Room

Show Low- Wednesday, May 25, 2005 8:00am-10:00am AHCCCS 580 E. Old Lindon Road Conference Room

Call us at 602.771.WELL if you would like to have this screening at your office!

Get a Massage!

This program is open to State employees and their dependents. The cost is \$10 for a 15-minute massage or \$20 for a 30-minute massage.

The best part is that we come to you! Licensed massage therapists from National Stress Station will travel to worksites with at least 15 interested employees (and/or family members). Call National Stress Station at 480.990.1701 to discuss options for having this program at your worksite.

-NurseLine

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“About 40 percent of the people who call the NurseLine have chronic conditions like asthma, diabetes and chronic back pain,” says Richey. “The NurseLine is a great educational device for these employees.”

For United Healthcare members, an added feature is their “Live Nurse Chat” available on their website: www.myuhc.com. This web tool is not for those experiencing current symptoms, but it is helpful for those needing online resources or information on a variety of health topics.

Want to try the NurseLine for yourself? Need to contact your health care provider? Here's how:

If you participate in **RAN/AMN, AZ Foundation, Schaller Anderson or Beech Street** networks, contact Arizona Benefit Options (Harrington) at 1.888.999.1459. Representatives can help with questions about claims, providers, plan coverage and pre-certification/case management. For the **NurseLine**, call 1.800.475.7163.

If you participate in **United Healthcare**, call 1.800.896.1067 for questions about all of the above, or to reach the **NurseLine**.

For **Pacificare** members, call 1.800.347.8600.

For questions related to your prescription benefits, contact **Walgreens Health Initiatives** at 1.866.722.2141.

Jeri Penrose can be reached at jeri.penrose@azdoa.gov.

Skin Cancer Screening

Any State employee is welcome. Skin cancer screening is free to State employees and includes:



- ▶ A site-specific assessment by a nurse practitioner or physician assistant from Banner Occupational Health.

Screening takes approximately 10 minutes and participants will not be required to fully disrobe.

- ▶ Assessment of risk for cancer, including personal and family medical histories, and lifestyle factors.
- ▶ Educational materials and counseling.

Upcoming Locations

Phoenix- Tuesday, May 10, 2005
8:00am-1:00pm Dept. of Health Services 1740 W. Adams Room 406

Phoenix- Thursday, June 2, 2005
8:00am-2:30pm Dept. of Economic Security 3443 N. Central 1st Floor Conference Room

You must have an appointment! Please call one of the numbers listed below.

Skin cancer screening takes place every year from April through September. If you would like screening at your office, please call 602.771.WELL or toll free at 1.800.304.3687, option 7,2 to discuss options.

Weight Watchers®

Arizona Benefit Options offers the Weight Watchers at Work program to State employees at State worksites. The "At Work" program is presented as a 10-week series.

From July 1, 2004 through June 30, 2005, all non-University State employees are eligible to join Weight Watchers for \$59.00 for each 10-week series. The fee includes materials. University employees need to check with their University wellness office for current rates.

Spouses and dependents are welcome to attend Weight Watchers classes at a copay of \$90 per 10-week session plus a \$10 charge for materials due at the first session they attend.

Interested in attending a class or having Weight Watchers at your office?



If you are interested in attending a class, please call Weight Watchers to

check for available classes. Weight Watchers will conduct a free introductory meeting at your worksite. Weight Watchers can be reached at 602.248.0303. Ask to speak to someone in the "At Work" department. Please identify yourself as a State of Arizona employee.

Mammography Screening

Mobile On-Site Mammography is an accredited mobile facility that offers mammograms at the worksites across the State. Call Mobile On-Site Mammography at 480.967.3767 or toll free at 1.800.285.0272 to make an appointment or if your office is interested in having the mammography van at your worksite.

Health Kiosks

Did you know you can get your weight and blood pressure checked at one of the new health kiosks? Currently located in the basement phone room of the State Senate building and outside the Capitol cafeteria (both in Phoenix), these health kiosks are part of a pilot program with the potential to expand throughout the State.

In addition to checking weight and blood pressure, the kiosks are loaded with helpful health information.



These kiosks have a touch screen which makes them very easy to use. Because this is a pilot program, we need your feedback. If you have the opportunity to use one of them in the next couple of months, please visit our website at www.benefitoptions.az.gov/wellness to take a brief survey.

Everyone that responds to the survey will get a prize from the wellness office!

May is National Physical Fitness and Sports Month

Get Moving for Your Health

Regular physical activity can make you healthier, happier, and more productive.

Join Americans nationwide in May and make a commitment to get active and fit.

According to Melissa Johnson, executive director of the President's Council on Physical Fitness and Sports (PCPFS), "Americans of all ages need to incorporate more movement in their daily lives."

Here are some activity guidelines from the PCPFS:

- **Adults need at least 30 minutes of activity 5 days each week.** This can be done by choosing to bike or walk instead of driving, taking stairs instead of elevators, or pushing a lawn mower instead of riding one.
- **Children need at least 60 minutes of active play daily.** They need to run, climb, jump, and just get up and move around, away from their desks, the television and computer games.
- **Twenty minutes of vigorous physical activity three times a**

week has added health benefits. Examples of these activities include sports, aerobics, working out in the gym, and running.



Johnson notes, "It's important to understand that you don't need to sweat in a gym or run a marathon to reap the

health benefits of daily physical activity. Even 30 minutes a day, broken up into shorter increments of ten or fifteen minutes, can greatly improve your health."

Already Active? Help a Friend Get Moving

If you are already physically active—at least 30 minutes a day on five or more days each week—get an activity buddy. Invite a friend or family member to be active with you. Show your activity buddy that being physically active doesn't take a lot of time and can be fun.

Here are some tips to get started:

- **Identify an activity that both of you enjoy**, such as taking a walk, hiking, bicycling, or playing tennis or golf.
- **Take it easy.** Your friend may not have the same stamina, flexibility, or

muscular strength that you do.

- **Encourage your buddy to gradually build on his or her activity time.** If you start off with five days of high-intensity cardiovascular workouts, you will likely find your friend injured and/or burnt out two to three weeks later.
- **Motivate your buddy.** Recognize each small accomplishment to ensure your activity buddy will stay with it. Find small, healthy, and enjoyable ways you can reward each milestone. Examples would be: a pack of gum, a gift certificate to the movies or take in a show together, new tennis or golf balls, or even a homemade card saying "Congrats."

For more tips on physical activity for all ages, see the President's Council on Physical Activity and Sports website, www.fitness.gov.

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